

MPERA Suggestion for Web Reporting, 3/21/2012 4:00 PM

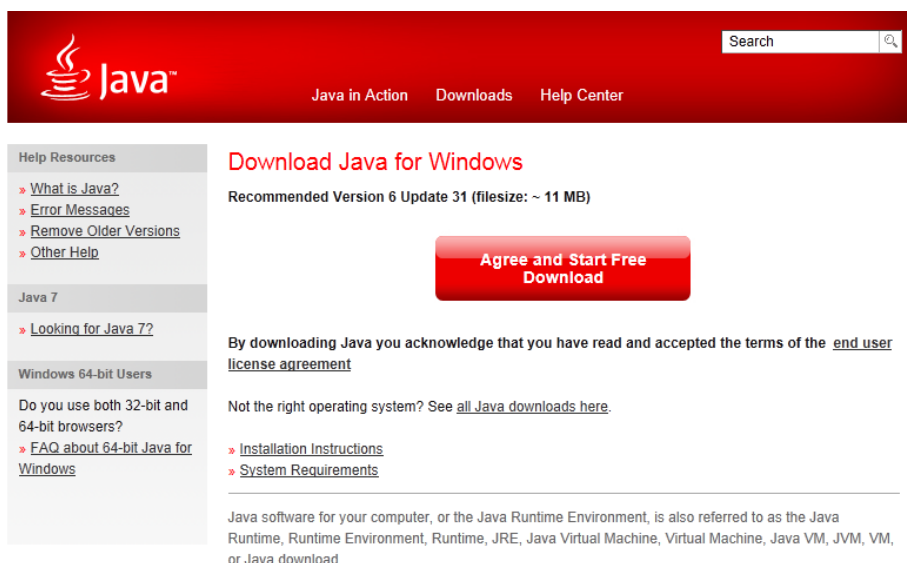
If your MPERA application is hanging the suggestions below may help. We recommend having the latest version of Java and **not** keeping temporary Java files. Below is the two part process to install Java and set Java to not save temporary files. If you have questions or need assistance, please contact Bill Hallinan, bhallinan@mt.gov, 406-444-0158 or 1-877-275-7372.

Part I: Update Java to Latest Version (Version 6, Update 31 as of 3/12/2012)

1. Go to www.java.com/en/download/testjava.jsp
2. **If Java is up to date**, you will see a screen like the one below:

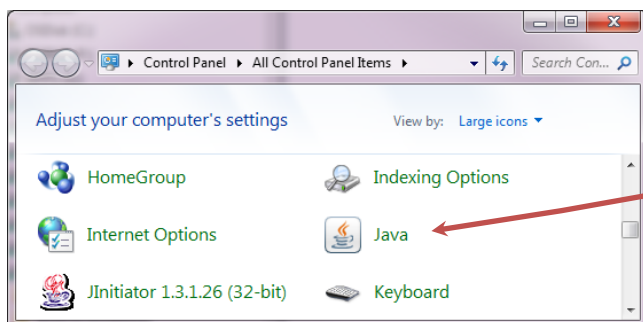


3. **If Java is not up to date**, you may see the following screen. Agree and start free download of the latest version of Java. Run the installation program. Further instructions can be found here: http://www.java.com/en/download/help/ie_online_install.xml




Part II: Clean and Disable Java Temporary Files

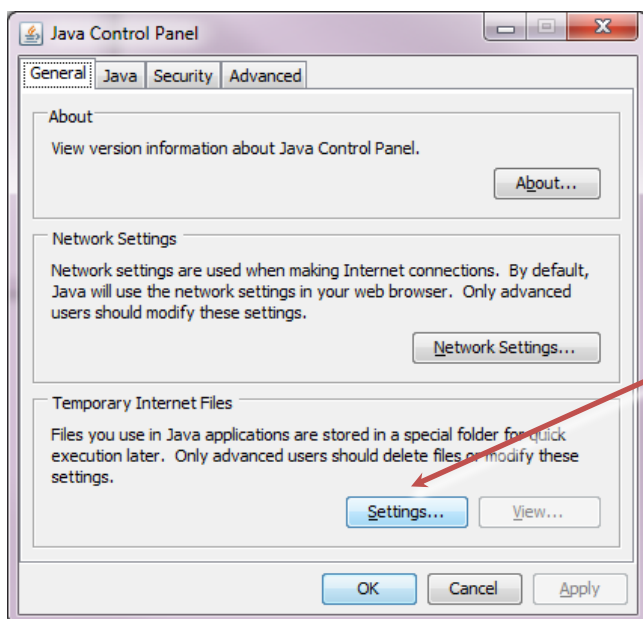
The following steps will clean out old Java temporary files and set Java so it does not save temporary files. Please make sure all your browser windows are closed. Use the Java control panel icon to make the changes. Notice you toggle the “Keep temporary files on my computer” to yes, delete the files, then toggle the “Keep temporary files on my computer” to no before exiting.



1

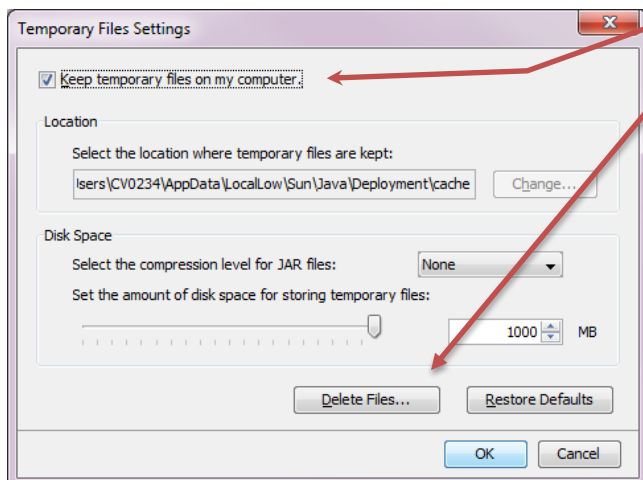
Close all browser windows.

From the Windows Start  button, select **Control Panel**. In the Control Panel, click on the **Java** icon.



2

On the General tab, click the **Settings** button in the Temporary Internet Files area.



3

Check “Keep temporary files on my computer.” Click on **Delete Files**. In popup window, **Click OK** to delete temporary files.

4

Uncheck “Keep temporary files on my computer.” **Click OK** to exit each window, and close the Control Panel.

